PSAI Code of Excellence Complaint Process
December 2015

STEP 1: Complaint is initiated

STEP 2: PSAI (a) notifies respondent, and (b) forms the Grievance Review Committee (GRP)

STEP 3: GRP determines whether the complaint meets criteria necessary to move forward

DETERMINATION: Parties are notified of the decision and right to appeal (see separate GRP appeal flow)

STEP 4a: (a) Impartial 5-member Excellence Hearing Panel (EHP) appointed by the PSAI President is responsible for addressing the complaint and (b) parties are notified regarding forward process (Note: When, step 4a follows step 6b, steps 4b and 5 may be omitted in resolving the case.)

STEP 4b: Matters meeting the criteria for a pre-hearing meeting are addressed

Request for a Pre-Hearing Meeting?

YES

STEP 5: Excellence Hearing

NO

STEP 6a: Determination. Communication to the parties regarding findings and right to appeal

YES, appeal is filed within 20 days

STEP 6b: Board (a) ratifies EHP finding or (b) refers back to the EHP for further consideration

(9-d) BAC refers to EHP

Board ratifies

BAC finds (a), (b) or (c)

PROCESS TERMINATES: Parties are notified

STEP 7: (a) President (or designee) appoints Board Appeals Committee (BAC), and (b) parties are notified regarding forward process

STEP 8: Appeal Hearing

STEP 9: BAC Finding. BAC may (a) dismiss the case, (b) uphold EHP finding, (c) modify EHP finding, (d) refer back to original EHP or a new EHP
PSAI Code of Excellence GRP Appeal Process Flow
December 2015

STEP 1: Complaint is initiated

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STEP 3: GRP determines whether the complaint meets criteria necessary to move forward

DETERMINATION: Parties are notified of the decision regarding the complaint and their right to appeal

GRP APPEAL STEP 1: President of the PSAI Board appoints an Appeal Committee comprised of Board Members. (Note: these Board members cannot later serve on the EHP or BAC)

GRP APPEAL STEP 2: Appeal Committee meets to re-consider the information presented in the complaint and the appeal document(s)

GRP APPEAL STEP 3: Determination; parties are notified.

Is appeal upheld?

YES

PROCESS REVERTS TO STEP 4 of Complaint Flow

NO

NO, appeal is not filed

YES

PROCESS TERMINATES